

Process Management Team

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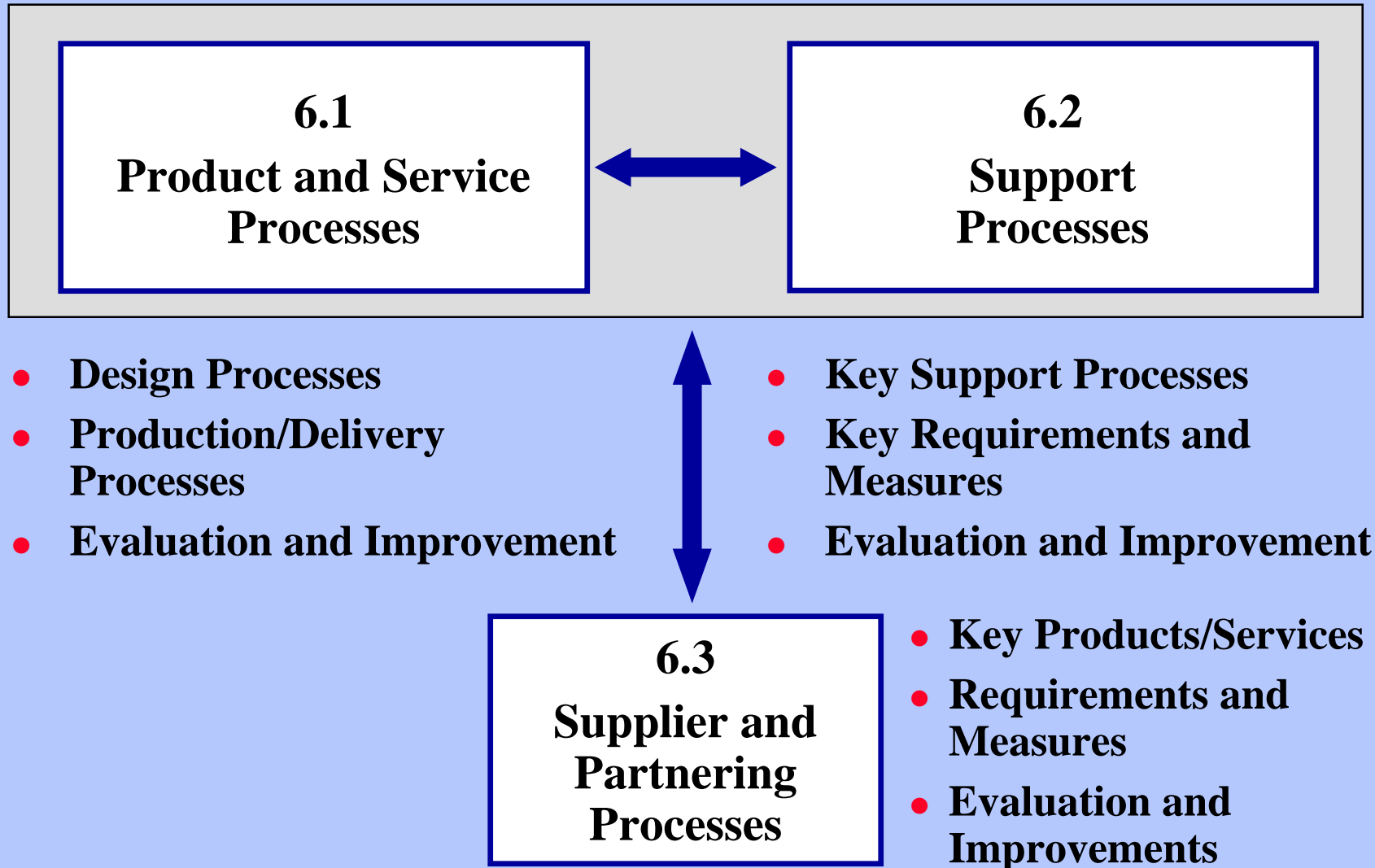
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Process Management



Process Management Strengths

- **Providing a broad variety of means to obtain customer input on products, processes, and service changes and design**
- **Using a multitude of in-process measures for cycle-time, productivity and quality performance, including broad business goals and specific in-process leading indicator measures**

Process Management Opportunities for Improvement

- **Developing a coordinated PTO effort to retain employees so that PTO is able to provide high quality products and services**
- **Deploying a systematic approach to the continuous improvement of key processes throughout PTO, including the extensive use of benchmarking and comparative analysis**